

IN THE CLAIMS

1. (currently amended) A system for providing an information assistance service comprising:

a database;

an interface for receiving, from a plurality of parties, communication calls requesting information, the database being searched for the requested information;

one or more devices for generating data in processing the communication calls;

and

a processor for deriving statistical information from the data, the ~~derived~~ statistical information being used for responding to information requests in future communication calls.

2. (original) The system of claim 1 wherein one or more of the communication calls are initiated from a mobile device.

3. (original) The system of claim 2 wherein the mobile device includes a wireless telephone.

4. (original) The system of claim 2 wherein the mobile device includes a personal information manager (PIM).

5. (original) The system of claim 1 comprising a call center.

6. (original) The system of claim 1 wherein the interface includes a switching facility.

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7. (original) The system of claim 1 wherein the one or more devices include a facility for accessing the database.

8. (original) The system of claim 1 wherein the data concerns events of searching for entities.

9. (currently amended) The system of claim 8 wherein the ~~derived~~ statistical information concerns search categories.

10. (currently amended) The system of claim 8 wherein the ~~derived~~ statistical information concerns selected entities.

11. (original) The system of claim 10 wherein the selected entities are selected as a function of the numbers of searches for the respective selected entities.

12. (original) The system of claim 11 wherein the selected entities include restaurants.

13. (original) The system of claim 11 wherein the selected entities include movies.

14. (original) The system of claim 1 wherein the requested information concerns travel directions.

15. (currently amended) A system for providing a communications service comprising:

a mechanism for assisting a user to establish communication connections;
one or more devices for generating data in establishing the communication

connections;

a processor ~~for~~ programmed to track for the user a subset of the communication connections based on deriving information from the data, the number of information concerning at least one of the communication connections in the subset being predetermined;

a server for providing ~~the~~ information concerning the subset of the communication connections at a predetermined data location accessible ~~by~~ to the user.

16. (original) The system of claim 15 wherein the predetermined data location is accessible through a communication network.

17. (original) The system of claim 16 wherein the communication network includes at least part of an Internet.

18. (original) The system of claim 15 wherein the predetermined data location includes a uniform resource locator (URL).

19. (original) The system of claim 15 wherein the mechanism includes receiving from the user communication calls requesting assistance in establishing the communication connections.

20. (original) The system of claim 19 wherein one or more of the communication calls are initiated from a mobile device.

21. (original) The system of claim 20 wherein the mobile device includes a wireless telephone.

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22. (original) The system of claim 20 wherein the mobile device includes a PIM.

23. (original) The system of claim 15 comprising a call center.

24. (original) The system of claim 15 wherein the data concerns an occurrence of an event in assisting the user to establish at least one of the communication connections.

25. (original) The system of claim 24 wherein the event concerns a search for an entity to which the at least one communication connection is established.

26. (original) The system of claim 25 wherein the search is conducted using a data source associated with the user.

27. (original) The system of claim 26 wherein the data source contains contacts information.

28. (original) The system of claim 27 wherein the data source is identified by a telephone number of the user.

Claims 29-50 (cancelled).

51. A method for providing an information assistance service comprising:
receiving, from a plurality of parties, communication calls requesting information;
searching a database for the requested information;
generating data in processing the communication calls; and
deriving statistical information from the data, the ~~derived~~ statistical information
being used for responding to information requests in future communication calls.

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52. (original) The method of claim 51 wherein one or more of the communication calls are initiated from a mobile device.

53. (original) The method of claim 52 wherein the mobile device includes a wireless telephone.

54. (original) The method of claim 52 wherein the mobile device includes a PIM.

55. (original) The method of claim 51 wherein the data concerns events of searching for entities.

56. (currently amended) The system of claim 55 wherein the ~~derived~~ statistical information concerns search categories.

57. (currently amended) The method of claim 55 wherein the ~~derived~~ statistical information concerns selected entities.

58. (original) The method of claim 57 wherein the selected entities are selected as a function of the numbers of searches for the respective selected entities.

59. (original) The method of claim 58 wherein the selected entities include restaurants.

60. (original) The method of claim 58 wherein the selected entities include movies.

61. (original) The method of claim 51 wherein the requested information concerns

travel directions.

62. (currently amended) A method for providing a communications service comprising:

assisting a user to establish communication connections;

generating data in establishing the communication connections;

tracking for the user a subset of the communication connections based on deriving information from the data, the information concerning at least one of the number of communication connections in the subset being predetermined; and

providing the information concerning the subset of the communication connections at a predetermined data location accessible ~~by~~ to the user.

63. (original) The method of claim 62 wherein the predetermined data location is accessible through a communication network.

64. (original) The method of claim 63 wherein the communication network includes at least part of an Internet.

65. (original) The method of claim 62 wherein the predetermined data location includes a URL.

66. (original) The method of claim 62 further comprising receiving from the user communication calls requesting assistance in establishing the communication connections.

67. (original) The method of claim 66 wherein one or more of the communication calls are initiated from a mobile device.

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68. (original) The method of claim 67 wherein the mobile device includes a wireless telephone.

69. (original) The method of claim 67 wherein the mobile device includes a PIM.

70. (original) The method of claim 62 wherein the data concerns an occurrence of an event in assisting the user to establish at least one of the communication connections.

71. (original) The method of claim 70 wherein the event concerns a search for an entity to which the at least one communication connection is established.

72. (original) The method of claim 71 wherein the search is conducted using a data source associated with the user.

73. (original) The method of claim 72 wherein the data source contains contacts information.

74. (original) The method of claim 72 wherein the data source is identified by a telephone number of the user.

Claims 75-92 (cancelled).